

State of California 9-1-1 OPERATIONS MANUAL

CHAPTER VII FOREIGN LANGUAGE AND TDD/TTY TRANSLATION

PSAP Guidelines for Foreign Language and TDD/TTY Calls

Foreign language and Telecommunications Device for the Deaf (TDD), also known as Telecommunication Type (TTY), translation services are currently available through a State provided service contract. These calls are accessed via a conference call on toll-free "800" telephone numbers. Both the TDD and TTY calls are handled as a three-way conference call between the calling party, the PSAP call taker and the translation service operator. The PSAP call taker **must** stay on the line. The translation operator conveys to the PSAP call taker the nature of the call, location of incident, caller's name, etc.

The method used to determine which languages will be available is as follows:

As stated in Government Code Section 53112, "...At those "9-1-1" public safety answering points serving an area where 5 percent or more of the population, in accordance with the latest United States census information, speak a specific primary language other than English, operators who speak each such other language, in addition to English, shall be on duty or available through interagency telephone conference procedures at all times for "9-1-1" emergency services..."

800 Number Guidelines

The 9-1-1 Program strongly recommends that all PSAPs include the foreign language and TDD/TTY translation numbers on their speed-call list or one button transfer feature. PSAPs may contact their network service provider or equipment vendor to add the following "800" numbers:

Foreign Language translation number is 1-800-448-3003
TDD translation number is 1-800-523-4986

The above 800 numbers are provided to the PSAPs for use in emergency translation only. These numbers are not available for public use and cannot be used for translation at on-site **non-emergency situations**. (For example, a law enforcement officer needs "Miranda Rights" read to a non-English speaking citizen.)

Discontinued State Contract for TDD/TTY Translation Service

The 9-1-1 Program has been notified by the Civil Rights Division of the United States Department of Justice that its state contracted TDD/TTY translation service does not meet requirements under Title II of the Americans with Disabilities Act (ADA). The 9-1-1 Program fully supports the mandates of the ADA that contain both general and specific requirements applicable to telephone emergency services. Therefore, effective July 1, 1997, PSAPs can no longer respond to such calls with a three-way conference call to a

TDD/TTY translation service. PSAP calls must be handled directly at the PSAP site with TDD/TTY equipment (direct access).

Compliance with Federal ADA regulations is the sole responsibility of each PSAP. For more information regarding compliance with this law, contact the US Department of Justice, Civil Rights Division, Disability Rights Section, PO Box 66738, Washington, DC 20035-6738. ADA information numbers are (800) 514-0301 and (800) 514-0380 (TDD/TTY).

Reimbursement for PSAP Upgrades to TDD/TTY Services

Each PSAP has different combinations of vendor equipment and operational requirements. Therefore, the State does not mandate the equipment PSAPs should use to provide TDD/TTY access. PSAPs are required to determine their own system and training requirements. The 9-1-1 Program reimburses PSAPs for the incremental cost for the technology needed to provide direct access to all 9-1-1 answering positions for TDD/TTY users. PSAPs will be reimbursed for ***appropriate pre-approved TDD/TTY equipment***.

To qualify for reimbursement, the PSAP submits a procurement plan to the 9-1-1 Program and includes the following information:

- A written request for the 9-1-1 Program to commit to an estimated reimbursement amount equal to the PSAP costs for procurement, installation and five years of maintenance.
- The method of directly handling TDD/TTY calls.
- The manufacturer and quantity of the technology to be purchased.
- A vendor quote that is valid for 90 days.